

DAPS A-76 INDUSTRY DAY (13 JUNE 2000)
QUESTIONS AND ANSWERS

Q1. You mentioned that DWAS is a CFO compliant system. You also said that you will entertain alternatives. Will the alternatives have to be CFO compliant? Who determines compliance?

A1. This answer is still under review. We will provide a response at a later date.

Q2. Will DAPS/DRMS provide complex or common forms of documents for the purpose of configuring systems? (Samples of different types of work that the vendors might have to test on their equipment).

A2. The government will provide handouts of sample documents during the on-site visits that will be conducted at a later time or, in the alternative, post such documents on the official DAPS A-76 website for downloading.

Q3. Will the bidding vendors be allowed to visit major sites?

A3. Yes, there will be an opportunity to visit several site. We are considering setting up visits to large, medium, and small facilities. Independent site visits will not be allowed. At this time, the tentative time frame for visits is October 2000.

Q4. Does the first draft of the PWS require that 172 DAPS facilities remain open and properly staffed?

A4. The PWS paragraph C.3.2.4 states that the Government will make available space from the facilities listed in the Technical Exhibit. The space provided will be in accordance with the space utilization plan submitted with the offerors' proposal and accepted. Some facilities will be mandated for production use based on specific criteria such as mission requirements. Some facilities will require at a minimum, a presence. Other facilities will be considered optional. Offerors will be required to submit a space utilization plan with their proposal. More information about the use of facilities will be available at a later date.

Q5. Would a contract longer than 3-1-1 be considered? For example, 5-2-2-1 or even longer for a possible 10 years or even longer. Many contracts now do go beyond 5 years.

A5. We are considering this possibility, but at the present time, it remains a 3-year base with 2-one year options.

Q6. Please clarify which facilities are mandated to be occupied and at what level of presence: interface with customer or mandated production?

A6. At this time we don't know exactly how many sites will be mandated. We are in the process of determining what the criteria should be and would appreciate feedback from industry. We expect the list of mandated facilities to be short.

Q7. The PWS requires on-site production of Smart Cards at six specifically identified sites. To take advantage of economies of scale, may an offeror propose a single site for Smart Card production (with an appropriate distribution methodology)?

A7. No. The Smart Card issuance function is one of many on base functions that the Navy has established to serve newly arrived recruits and sailors. The Navy selected DAPS to perform this function not only because of its expertise in workflow management, but specifically because of its on-site presence. Further, there are two other reasons why face-to-face interaction with the Smart Card bearer is required in the issuance process:

a. *PICTURE TAKING*: DAPS operates the on-site equipment that takes a photograph of each Smart Card bearer.

b. *SECURITY*: During the process of creating the Smart Card, DAPS verifies that the sailor who is to receive the card is in fact the person whose name appears on the card. This verification is done by inspection of the sailor's military ID.

Q8. Does the new GSA schedule for offer of Smart Cards production impact this?

A8. Not to our knowledge. The current Smart Cards workload performed by DAPS will be stated in the solicitation.

Q9. If a vendor is only interested in partnering with the MEO, where do they inquire about this?

A9. The Contracting Officer will place the name of the MEO Team Leader on the web page when the MEO stands up. This is the person that should be contacted regarding possible opportunities for partnering with the MEO.

Q10. Is the PWS, with its 1000 pages of Technical Exhibits, considered a "Design Specification" or a "Performance Specification"?

A10. This is meant to be a Performance Based Work Statement and is still undergoing refinement. The Technical Exhibits are for information and data which can be used for understanding the processes and technical/administrative challenges involved in the work

accomplished by DAPS. We encourage comments and suggestions regarding improving the PWS.

Q11. What is a technical enhancement clause? Is it like a Value Engineering Change Proposal (VECP) Clause?

A11. If we decide to use an award of some type in this contract, the technical innovation clauses would require a proposal be submitted for consideration by the Government. The VECP clause will also be included in the solicitation. At this level, it is a requirement of the Federal Acquisition Regulation. The Technical Innovation process and the VECP process are expected to be similar.

Q12. Is the Government concerned that by requiring a fully compliant Cost Accounting Standard (CAS) system to be provided by bidders that it will limit competition?

A12. It is of concern to us. However, the CAS requirements are mandated by the Federal Acquisition Regulation (48 CFR). Whether the contractor's proposal is subject to CAS will depend on the dollar value of the line items that are cost reimbursable. We expect most line items will be fixed price. Offeror's should refer to 48 CFR Chapter 99, or Appendix I of the Federal Acquisition Regulation.

Q13. What type of contract does the Government expect to issue (Cost plus, firm fixed price, etc)?

A13. We expect to issue a hybrid fixed price, indefinite delivery type contract with the possibility of one or two cost reimbursement CLINs and or labor hour CLINs. The labor hour CLINs will be bid on fixed rates. Most of the line items on the contract are appropriate for fixed price. Special services, such as web design and special stock purchased for a specific job order are possible exceptions.

Q14. During the presentation on DWAS, Mr. Daft referred to the "two screen process". The impression was that this was cumbersome and difficult. However, I have been advised that DWAS is more user friendly now. Which is the case?

A14. The DWAS system used to have a slow response time and was frustrating to users. However, recent upgrades and changes have made the screens move more quickly and now DWAS is considered user friendly. The two screen process is necessary as each screen collects pertinent data at different levels.

Q15. Will the local Inter-Service Support Agreements (ISSAs) remain in effect? Will the Service Provider be able to renegotiate after award?

A15. This will depend on circumstances at each site and what facilities are utilized. The ISSAs are between DAPS and the host military service. While there may be some opportunity for changes after award, such negotiations would be accomplished by DAPS personnel.

Q16. PWS C.1.1.1.1.D states that the Service Provider shall provide financial control. Will the DAPS Residual Organization retain a financial management staff and what will be the extent of the Service Provider financial control?

A16. The paragraph states that the Service Provider is responsible for their own administrative functions such as quality control, financial control and correspondence. This means simply that DAPS will not provide these functions for the Service Provider. All offerors, including the MEO, must provide staffing for these functions.

Q17. PWS C.1.2.1.1 under phase-in, the fifth sentence states that the Government will make all facilities and equipment accessible to the Service Provider not earlier than 60 days. During the last 30 days, the Service Provider management personnel will be permitted to observe any operation. Why say we have 60 days access, but only 30 days observation?

A17. The DAPS CA Team will reconsider the wording of this paragraph to better clarify the need for limitation of disruption to the Government workforce during the transition period.

Q18. PWS C.1.2.1.1 during the phase-in period, the Service Provider must recruit and hire necessary personnel. How soon can the Service Provider query personnel to see how many will be interested in working for the Service Provider?

A18 Under FAR 52.207, the RIGHT OF FIRST REFUSAL clause, the contracting officer must provide a listing of personnel who will be adversely affected or separated as a result of award of the contract to the contractor. This must be accomplished within a timeframe specified in the clause. At this time, the contractor would be free to negotiate employment with these personnel.

Q19. PWS C.1.2.2.6 HOURS OF OPERATION: DAPS has a lot of one person facilities, including some remote sites such as Whidbey Island. The PWS says the Service Provider shall ensure services are not interrupted during break and lunch periods. How does DAPS do this?

A19. The standard in industry is that if only one person is operating a business and that person leaves for break or lunch, they place a sign advising when they will return. Our intent is to have each office covered during normal working hours. This will be clarified in the PWS. While the PWS does not require any one-person offices, should an offeror propose such, they can assume the industry standard practice would be allowed for breaks and lunch.

Q20. PWS C.1.2.5.1 seems unreasonable. Any employee must meet the Chain of Command requests for information. The Service Provider shall obtain COR approval before releasing any information to Service Provider's corporate without COR permission.

A20. This paragraph will be rewritten.

Q21. PWS C.1.2.7.1 Service Provider cannot reduce managers without KO approval. Not a level playing field. DAPS puts an MEO and prices into the vault. MEO may reduce present overhead. Service Provider must take the present overhead and get approval to reduce it?

A21. This paragraph states that key personnel include but are not limited to the following: Project Manager, Deputy Project Manager, and those responsible for managing the work at each site of the contract. (This will be reworded to delete the site supervisors from the definition of key personnel). Any changes in the working status of these key personnel shall be provided to the KO for review within five workdays prior to the change. The KO shall notify the Service Provider of acceptance or rejection and the reason for the decision. The Service Provider shall replace any key personnel with personnel with equal or higher qualifications.

The Contractor does not have to accept the present overhead. The overhead the Contractor constructs in their offer is the overhead they will use. The key personnel for which the KO will have approval authority will most likely not include the supervisors at each facility. However, the Project Manager and Deputy(s) will be key personnel for which the KO will have acceptance authority. The supervisory personnel at the facilities may be replaced without acceptance, but must be of equal or higher qualifications than those being replaced.

Q22. PWS C.1.2.7.8 states the Government will provide travel and per diem. What about the cost of the course?

A22. For Government-required training, the Government will pay for travel, per diem and the cost of the course. This paragraph will be moved to section C-3.

Q23. PWS C.1.3.1.1 states that the Service Provider Quality Control Program must be submitted. May we have a copy of DAPS'?

A23. Each offeror is responsible for submitting their own plan. Please note that current plans and programs may not be relevant to the new organization. We are researching to determine if such a plan currently exists, and if it could be made available.

Q24. Metrics. The Service Provider shall develop a set of metrics or measures of performance. How does this differ from the matrix in Technical Exhibit 01?

A24. TE 01 shows the standards the Service Provider must meet. Paragraph 1.3.1.1 states the Service Provider shall develop a proactive QCP for measuring and attaining quality of performance. The QCP shall explain the manner in which the Service Provider will ensure all contract requirements are met. This is not the same as the standards we expect a firm to meet upon inspection. The standards in TE 01 are not a proactive quality control plan.

Q25. Safety Program. The Service Provider shall implement a safety program based on the safety plan submitted. Since the employees have already been trained by DAPS' Safety Plan, may the bidders receive a copy of this in advance?

A25. We are researching to determine if such a plan exists and if it could be made available.

Q26. PWS C.1.4.3.5.b Fire Prevention and Protection. A detailed draft shall be submitted with the proposal. Can we get a copy of what is used now?

A26. Please see response to Q25.

Q27. Security – may we get a copy?

A27. Please see response to Q25.

Q28. PWS C.1.4.9.2.e – Who in DAPS is the Government functional area chief?

A28. To be named upon award of contract.

Q29. PWS C.3.2.4.b Use of facilities in performance of the contract. One hundred percent utilization of equipment saves everyone money. There have been

Government/Industry partnerships where this was allowed. Under what conditions could underutilized equipment be used by the Service Provider for other work?

A29. Government property will be maintained and used in accordance with FAR Part 45. At this time, we do not anticipate under-utilization of equipment. We expect the Service Provider to use the information in the solicitation to make the most efficient use of the facilities and equipment for Government work only.

Q30. PWS C.3.2.5.2 Replacement Equipment. Can suppliers bring in new equipment at their own expense?

A30. The Government is offering equipment, not mandating its use. The Service Provider is free to bring in new or other equipment at their own expense.

Q31. PWS C.3.3.1 All utilities will be provided by the Service Provider. If we are on a Government base with a host in charge, how can we provide utilities?

A31. Our intent was that the Service Provider would pay for the utilities. However, we are researching this questions and will provide a complete response as well as a re-written portion of the PWS.

Q32. PWS C.4.2 The Service Provider provides all labor to install future equipment. Is it Government-owned ordered off GSA? Contract includes delivery and installation.

A32. We will clarify and re-write this provision to clarify that the SP provides labor to install equipment that they (SP) provide.

Q33. PWS C.5.2.4.3 Is this date, time stamping to reflect receipt and completion dates being done now? Is the equipment in place? Late report by customers? Millions of stampings? Kinkos does not do this.

A33. We are looking at this section for a possible re-write. It is necessary to know when jobs are received and when jobs are finished. We are certain most of industry has this information, whether they use an actual date stamp or not.

Q34. DAPS technical people – will they be part of the DAPS Residual Organization? Will they be available to advise the Service Provider?

A34. Yes, they will be part of the DAPS Residual Organization and they will be available to advise the SP on matters of DAPS policies and procedures. Our intent at this

time is to have the Residual Efficient Organization identified in a Technical Exhibit and their roles and responsibilities will be clearly identified. The Residual Organization is that portion of the workforce remaining after contract award, as defined in the DLA/DLSC A-76 Guidebook.

Q35. TE 023, GFE: 13 entries say duplicate and have no serial number

A35. We will update as we discover errors and missing data.

Q36. What percentage of employees statistically go to private contractor if given an offer?

A36. DLA does not have the statistics on this information. Our experience to date shows that the number varies widely depending on how many employees are able to obtain positions with other agencies.

Q37. Will all sites require a DoD clearance and will the Service Provider have to obtain these? If those costs are the responsibility of the Service Provider, can they know what the cost will be?

A37. Very few, if any, sites will not require a DoD security clearance – we will provide a list of which do and which don't. Yes, the SP will be required to obtain these. We are researching whether there is a standard cost and will provide the information as soon as possible.

Q38. How is this contract being scoped?

A38. One contract – it will not be broken up functionally or geographically. Subcontracting plans and past performance on subcontracting with small, small disadvantaged, HUBZone small businesses, women-owned small businesses and JWOD entities will be required and evaluated.

Q39. Many of the requirements stated in the PWS would not apply if work is done at a commercial site. Please clarify which requirements apply. Do not assume on-site production.

A39. Will review entire PWS and re-word where necessary to clarify those requirements that pertain to on-site production only.

Q40. PWS C.5.7.2.2. Required turn-around time is 14 calendar days. Ten work days – new dies/special material for large decals for airplanes sometimes take 3-4 weeks. How about 90% in 14 days, balance in 30?

A40. We will take this suggestion into consideration. Thank you. .